

Hello,

My name is Felipe Ferraz Sako, from São Paulo - Brazil.

This is the email from Celsius for all coins that I have:

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**Celsius Account Email:** [ffsako@gmail.com](mailto:ffsako@gmail.com)

**Creditor Name:** FELIPE SAKO

**Address 1:** Rua Rio Grande do Sul 759

**Province:** São Caetano do Sul, 9510021

Your claim is listed on Schedule **EF Part 2** as a General Unsecured claim comprising of the coin(s) listed in the table below. Your claim **IS NOT** subject to an offset.

Coin	Earn Account	Custody Account	Withheld Account	Collateral on Loan Receivable
<b>Cardano (ADA)</b>	0.160483907763773	0	0	0
<b>BNB (BNB)</b>	0.000234880775609727	0	0	0
<b>Bitcoin (BTC)</b>	0.334417339655003	0	0	0
<b>Celsius (CEL)</b>	0.00141567046058926	0	0	0
<b>Ethereum (ETH)</b>	1.51214719697209	0	0	0
<b>USD Coin (USDC)</b>	1.79068904784478	0	0	0

I haven't receive my distribution claims yet. On the 16th of February, I received this email below saying that: **IMPORTANT: We are unable to process your claim at Coinbase**

Dear FELIPE FERRAZ SAKO

You are receiving this email because we have been notified that your claim distribution **cannot be serviced through Coinbase**.

No action is required of you at this time. We will be in touch with you shortly on next steps to receive your distribution. Please be patient as we work with our Distribution Partners to determine next steps and actions that will be required of you.

**If You Need Further Support**

If you have any questions or need assistance with this process, we *strongly suggest* you refer to our [Distributions FAQ](#) and resources related to claim distributions before contacting support. We are currently receiving a large number of inquiries, and we appreciate your patience while we work through each creditor support inquiry.

The latest updates in our Chapter 11 cases are available on [cases.stretto.com/celsius](#) or through our X account (formerly Twitter) @CelsiusNetwork.

**Stay Alert**

Remain vigilant for phishing attempts. Celsius, the Official Committee of Unsecured Creditors, or their respective advisors will never contact you directly by phone, text message, or social media to request account or personal information absent an order or on-the-record instruction by the Court.

Stretto

Since then, I have been trying to have a solution for Celsius but the only answer that I got was this email on 26th February

Re: Didn't receive my claim at Coinbase ➤ Caixa de entrada x CELSIUS x

Celsius Distribution <celsiusdistribution@stretto.com>

para mim ▾

seg., 26 de fev., 19:21

Hello,

Thank you for contacting Stretto, the claims and noticing agent for Celsius as part of their Chapter 11 restructuring.

If for any reason Coinbase cannot service your claim, you will be notified that you will not be able to receive your distribution through Coinbase. Please be patient as we work on rerouting your distribution with our Distribution Partners and prepare any actions that will be required of you.

We strongly suggest you continue to review the [Distributions FAQ](#), as we are making regular updates. You may be able to receive information more quickly than if you contact our support team due to the high volume of creditor inquiries.

Best regards,  
Stretto

On Mon, Feb 26 at 2:49 PM , FELIPE <[ffsako@gmail.com](mailto:ffsako@gmail.com)> wrote:  
I just received an email telling: You are receiving this email because we have been notified that your claim distribution **cannot be serviced through Coinbase**.  
I checked my Coinbase account, and the email and my personal information matches the Celsius account.  
Could you please try again to process my claim at Coinbase?  
Best Regards

Now, it has been almost a month since Celsius started their distribution and they haven't done anything and didn't give any position when I will receive my coins back.

Please I beg for help with my case. I am from Brazil and it's difficult to get information about it from here.

Sincerely  
Felipe Sako